

Title VI Complaint Procedures and Process

Members of the public who believe they have been excluded from participation in, denied the benefits of, or subjected to discrimination in a program or activity provided by the El Dorado County DOT because of race, color, or national origin in violation of Title VI, may file a Title VI Complaint Form with the County's Title VI Coordinator within 180 calendar days from the date of the alleged wrongful conduct. The County's Title VI Complaint Form is available on the County's website, in the County's El Dorado County DOT offices, and as Exhibit B to this Title VI Implementation Plan. To be processed, the complaint must include the complainant's contact information, the date and details of the alleged discrimination, and their signature. Completed Title VI Complaint Forms should be submitted by email, by mail, or in person to:

Department of Transportation

Title VI Coordinator

2441 Headington Road

Placerville, CA 95667

Phone: (530) 621-5900

Email: dotengineering@edcgov.us

Website: <https://www.eldoradocounty.ca.gov/Land-Use/Transportation/Title-VI-Implementation-Plan>

When the complaint is received, El Dorado County DOT will log the complaint (Exhibit C) and submit it to Caltrans for submission to the FHWA Office. All Title VI complaints received by El Dorado County DOT will be checked for completeness and forwarded to Caltrans to be submitted to FHWA within one (1) business day of receipt. The complainant will receive a response acknowledging the complaint, including information that it has been forwarded to Caltrans for investigation and/or further submission to FHWA. The state or federal complaint will supersede any complaint filed directly with El Dorado County DOT. If the Headquarters Office of Civil Rights (HCR) determines that the complaint filed against El Dorado County DOT can be investigated, the local Caltrans District will be assigned the task of investigating the complaint.

Option to File Complaint with the Federal Office of Civil Rights

Members of the public who believe they have been excluded from participation in, denied the benefits of, or subjected to discrimination in a program or activity provided by the El Dorado County DOT because of race, color, or national origin in violation of Title VI, may also file a civil rights complaint with the appropriate federal Office of Civil Rights (OCR), Federal Highway Administration (FHWA), or Caltrans. A complaint may be filed by mail, phone, or electronically no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by a federal department official or designee.

Federal Transit Administration

Civil Rights Division

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

Federal Highway Administration

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

California Department of Transportation (Caltrans)
Office of Civil Rights
Attention: Title VI Branch Manager
1823 14th Street, MS 79
Sacramento, CA 95811
Title.VI@dot.ca.gov

Caltrans OCR Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the complainant. The complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the Complainant or does not receive the additional information within ten business days, OCR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

OCR will consult with HCR regarding the disposition of the complaint. Disposition of Title VI complaint will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to all parties via the Division Office.